

Water Bill Dispute Process

Determine Accuracy of Bill

- Review Consumption History
- Determine if estimated or actual reading. If possible, obtain actual reading.

Overestimated

- On consumption history worksheet, identify all estimated bills to be abated
- Abate back to current reading
- Send letter(s) confirming abatements processed on each bill
- If paid prior to abatement, Treasury refunds credits at the end of the month

Underestimated

- Determine number of previous estimated readings
- Review consumption history for similar trends in seasonal usage (irrigation). Determine if usage is the same, not the dollar amount
- Investigate possible leaks (toilet, faucet) to explain accumulated usage. Owner can read meter overnight or minimum 3-hour period with no water usage. Any change in meter reading would then signify a leak. Offer dye tablets to check toilet leaks.
- Offer appointment to have meter reader confirm the reading. Take manual reading, inspect meter, test meter operation with water running/not running.
- Offer meter to be tested (old meter - \$25/test, meter is maintained for 6 months after replacement, new meter - \$250/test, factory tested, determined to be accurate)
- Failing any exceptions, actual readings are considered valid and all water used, including “catch-up” amounts, must be paid.

Payment Options

- Offer a “spread-over”. Average all water usage over the time of the estimated bills to determine average quarterly usage. Apply appropriate rates for each billing period to determine amount of new bill. If new bill is less, abate the original bill to the spread-over amount.
- Offer a payment plan on a “catch-up” bill, interest free for one year, with 12 monthly installments

Further Options

- Meet with DPW Administration Director (Head of W/S Billing) to discuss bill. Appointment hours are Tuesday, 2:00pm – 8:00pm and Thursday, 2:00pm – 5:00pm.
- Appeal to DPW Director, and Legal representative